Mental Health Notes

9/15/16

Attendees

- Central Office: Sue Wherry, ~~Michelle Buskey~~, Seth Schreiber
- Region 1: Holly Morganstean, Mary Payton, ~~Holly Bonwell~~
- Region 2: Joyce Lyons, Jennifer Chaffee
- Region 3: Sherri Edwards, Trisha Hammond, Heather Taylor
- Region 4: ~~Jennifer Burlage~~, Julie Matta, ~~Teresa Shackelford, Elli Merrick~~
- Region 5: ~~Sally Bryan~~, Pam Shropshire, ~~Scott Rasmussen~~
- Region 6: Cindy Wilson, Michele Osmond, Paula Miller
- Region 7: ~~Randy Rodriquez~~, Danielle Stohl
- Hub Admin: ~~Tracey Sessions, Gina Westcott, Todd Hurt~~

Respite modality for Program Enrollment's: It was requested that a new modality for Respite type be added to WITS for program Enrollments. By adding the modality we can update the CMH Respite Program from assessment to respite which will Assist with identifying clients that are receiving ONLY respite services. By making this change it will allow for more accurate reporting and the clients who are only receiving respite services will no longer populate the Clinical Dashboard thus reducing some of the confusion the clinicians are having. Once the Modality has been entered in WITS, the RWA's will be advised of the change and the affected clients will be updated in WITS.

FEE Determination : The new functionality for a client refusing to sign or refusing to provide proof of income is in the production sites. The question was recently raised with regards to who is required to complete a Fee Determination. We have asked the policy unit for clarification. It was confirmed "The 13-07 Fee Determination Policy posted on SharePoint is the most current version of the policy. We do not have the option of NOT creating a fee determination for a client admitted for services.. IDAPA 16.07.01 is the Behavioral Health Sliding Fee Schedule chapter and it establishes the eligibility form (fee determination form) and reimbursement schedule to be used."

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What if it is not possible to get the client's signature? The question was asked with regards to 19-2524 clients' that are incarcerated at the time of the assessment. Often times the Jail staff will not allow the inmate to sign the form at the time of the assessment. It is my understanding the Staff should make every effort to collect the signed Fee Determination from the client, however in these situations we would mark is as ''Refused to sign" (and add an option in to the drop down list for 'Incarcerated') If an encounter is entered for the assessment the client would be billed at the full rate according to their Client group enrollment (self-pay or Insurance plan). If the client applies for or is court ordered for services, a Fee Determination form should be completed at that time. Sue will follow-up with management to clarify this process and add the 'Incarcerated' option to the dropdown list if approved.
Dymo Label Printers for the Dispensary – Status Update: As we continue working with the I.T. department in an attempt to isolate the cause of the lag multiple tests have been conducted. Josh has been working with the vendor for possible resolutions We are testing the suggested update in CO with improved results. We are hopeful it will work for the regional offices also. In Addition to this FEI has identified an issue with the JAVA script and will be adding it to the production sites soon.
Bug identified in WITS – It was brought to our attention by Region 6 that information was missing on the Eligibility Letter's generated by WITS. There was missing information in the header including the Director Armstrong's name and Ross Edmunds name. It was also noted one of the Phone #'s was not populating in the body of the letter. The issue has been resolved and the letters should print correctly. The Phone Number was not populating correctly due to the 'type' selected. Only phone numbers with marked with the 'type' of Office will populate the field in the body of the letter. Michelle Buskey has updated the facility phone number types for all regions. Please be aware when updating your facilities information or making changes that this information is linked to various printouts in WITS based upon the 'Type' designation. If you have any questions please feel free to contact the WITS Help Desk.
Appointment reminder Program/Texting – We are excited to let you know we will be moving forward with a program for appointment reminders. We have identified a vendor and we will be asking for input from the regions in the near future. Seth explained we will start with reminder calls for the Clinic Providers first and have the option to expand in the future. Once the foundation has been set for the report elements that will be needed and a procedure is outlined, the

oversight will be transitioned to the regions. The regional office will be responsible for generating the spreadsheet report and sending it to the vendor. It was asked if this system would then update WITS with the call results. Seth stated there is no direct connection with WITS at this time however the vendor can generate a report for them showing the results of the attempted contact.
<u>RWA Trainings and updated WITS Access process - SETH</u> Over the past couple of years training has been focused towards SUD agencies and the mental health regions have been left out. Because of the turnover in regional staff many of the new employees are not getting the required trainings. We will be shifting training responsibilities to Central Office staff. The helpdesk will be scheduling formal training sessions for the mental health staff each month. We are seeking input from this group with regards to target areas where you feel additional training is needed or would be beneficial for staff in your office. What are the areas you are providing the most support for? It was asked if these trainings would include SSRS training. Seth stated this is not the focus at this time. We would like to focus on the day to day functionality needs first and could possibly move towards SSRS in the future.
<u>New Treatment Plan Demo</u>- Seth noted for the most part Central Office staff has been involved with the redesign, focusing on the requirements and functionality. Starting next week we will be providing a Demo of the New treatment Plan. Keep in mind it is still in the development stage so many of the fields are not complete; however we want to show it to the clinical staff and get their feedback on the new design. Sue will schedule 2 time slots next week for these Demo's and send the information to this group. If you have Clinical staff that are interested in seeing the new plan and providing feedback please invite them to attend. For those who will be out of the Office next week, we will provide future opportunities to see a Demonstration.
<u>Voucher Update</u>: The recommendation to add Lab Orders as an option for vouchers was approved and has been updated in WITS.
<u>Other</u>: Trisha from Region 3 asked if we are going to be updating the eManual located on the Web Site. Seth responded the WITS HelpDesk staff is in the process of creating a makeover of the eManuel. It will be usable for staff at all levels from ground level to super users. The new design is being built to separate the policy

piece from the functionality and eventually having links to the policy eManuel thus only having to update in one place rather than 2 or 3 locations. We are hoping to have the update completed in the near future and will advise this group when it becomes available.

You can email your comments to the following:
Sue Wherry (Meeting Host) – Wherrys@dhw.idaho.gov
Michelle Buskey (WITS Supervisor) – BuskeyM@dhw.idaho.gov
WITS Helpdesk - DBHWITSHD@dhw.idaho.gov